

State of New Hampshire
Department of Health and Human Services
Provider Selection Subcommittee

LOCATION:
NH Hospital Association
125 Airport Rd. Concord, NH



Meeting Purpose/Goals:
DATE: October 10, 2019
TIME: 1:00-3:00
CONFERENCE LINE: N/A

Committee Members: Sarah Aiken,
Marissa Berg, Jerry Donovan, Michelle
Donovan, Pam Dushan, Rob Gillis, Mark Mills, Mary St. Jacques
DHHS STAFF: Sandy Hunt, Kaarla Weston, Jan Skoby, Jessica Kennedy

Minutes

Ground Rules: Please be present and actively engaged; please hibernate technology.

Time	Topic	Category	Leader(s)	Key Takeaways & Action Items
1:00-1:10	Welcome, Agenda Review & Introductions	Information	Sandy Hunt	<ul style="list-style-type: none"> The goal of the Provider Selection Subcommittee is to ensure that families and individuals are able to choose their own providers for services Current work is based on- How do we provide this information and ensure that families are able to choose? Since last meeting - There was a CAP stakeholder meeting, Mark gave an update on Provider Selection progress
	Workgroup Update - Develop list of AA contacts for Provider Selection Process - DONE	Information		<ul style="list-style-type: none"> This work has been completed
1:10-1:30	Workgroup Update - Develop List of Provider Agencies	Information	Sandy Hunt	<ul style="list-style-type: none"> The last time the workgroup met a finalized list was being compiled Providers that are in the BIA Provider Directory are already in ServiceLink

				<ul style="list-style-type: none"> • The comprehensive list should be shared with Service Coordinators to cross check
1:30-2:55	<p>Workgroup Update - Develop Provider Selection Process Template</p> <ul style="list-style-type: none"> • ServiceLink enrollment process • Provider Entry Pilot Phase - feedback • ServiceLink Q & A • Provider dashboard <p>https://app.ddsn.sc.gov/public/ratings/landing.do</p>	Information	<p>Sandy Hunt</p> <p>Erica Marden/ Lauren McGinley</p>	<ul style="list-style-type: none"> • Servicelink database will be used as a provider directory • The goal is to provide choice to families. This is a CMS requirement • Service Coordinators will facilitate helping families choose their providers • The conflict has been that families have not been provided a comprehensive list of all of their options • Navigator Function is being tested. The roll can help navigate all of the choices that new cases coming in have to make. • Transition coordinators are being introduced in some regions, they have the roll of explaining all of the options to families <ul style="list-style-type: none"> ○ If staff will be asked to take on this role, there is a need for training on Servicelink ○ Will this be a phased approach or “all on the table”? • Choices made should be determined by what services are needed not by the

				budget. Rates will be the same regardless of what provider a family chooses <ul style="list-style-type: none"> • Language is important when explaining conflict free to families • CMS Rule should be cited in the eligibility letter
2:55- 3:00	Closing <ul style="list-style-type: none"> • Next Committee Meeting: Thursday, November 21 1-3 • Location: NH Hospital Association, 125 Airport Rd • Review Action Items & Next Steps 	Discussion	Sandy Hunt	

<i>Date</i>	<i>Action Item</i>	<i>Assigned To</i>	<i>Due Date</i>	<i>Comments</i>
10/10/19	Send out Provider Agency list to Lauren and Erica to cross reference with ServiceLink	Darlene Lauren Erica	ASAP	
10/10/19	Sandy & 211 Follow up meeting	Sandy Lauren	ASAP	
10/10/19	Meet with Cris Philipson regarding vocabulary and ServiceLink	Marissa	ASAP	
10/10/19	Meet with Cris regarding funding	Sarah	ASAP	
10/10/19	Send the CSNI vocabulary list to the group for feedback	Marissa	ASAP	
10/10/19	Future conversation - Define the name of the "Service Coordinator" position, not consistent throughout agencies	Sandy		
10/10/19	Mark to send an overview of his "Navigator" role and details to Sandy	Mark	ASAP	
10/10/19	Add Navigator Function conversation to DAADS meeting agenda	Jessica	10/18/19	
10/10/19	Put together a flow chart on Intake & Eligibility that explains Conflict of Interest	Kaarla		

10/10/19	Carve out a 3 month pilot for agencies to start using the system for referrals, agencies should keep track of feedback			
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